

## 6.9 STUDENT SUPPORT SERVICES

### REQUIREMENTS

#### R1. Voting Rights

Centers shall develop and implement procedures to assist students to vote locally or by absentee ballot.

Strategy:

- Is there a voting registration program? Did center participate in voting registration contest?

0	1	2	3	4	5	6	7	8	9
Unsatisfactory		Marginal		Satisfactory		Very Good		Exceptional	
Rationale for Rating:									

#### R2. Religious Worship

Centers shall ensure that students are afforded the opportunity to worship or not worship as they choose by:

- a. Providing transportation to and from local religious facilities.
- b. Ensuring that religious services are not held on center unless the center is so isolated as to make transportation to and from community religious facilities impractical. If religious services are held on center:
  1. No compensation shall be paid to those who conduct services
  2. Students shall not be obligated to attend such services
  3. Services shall not be confined to one religious denomination

Note: This section addresses religious services only. Religious organizations, to the same extent as other organizations, may provide non-religious services on center, such as mentoring, recreational activities, tutoring, or other services.

Strategy:

- Check SOP. How is this information made available to students?

0	1	2	3	4	5	6	7	8	9
Unsatisfactory		Marginal		Satisfactory		Very Good		Exceptional	
Rationale for Rating:									

### R3. Use of Students During Emergencies

Centers shall, as necessary, provide emergency assistance if requested by public officials when there is a threat of or an actual natural disaster. All students used during these situations must be volunteers and be at least 18 years old or have parental consent to participate.

- a. Except during community-wide relief activities, no student shall participate in emergency relief on private property or where the actions would result in private profit.
- b. No student shall participate in emergency relief connected with labor shortages, strikes, riots, or civil disturbances.

Strategy:

- Is there an SOP?

0	1	2	3	4	5	6	7	8	9
Unsatisfactory		Marginal		Satisfactory		Very Good		Exceptional	
Rationale for Rating:									

### R4. Forest Fire Suppression Activities

Centers shall allow students to participate in forest fire suppression and camp crews when the student:

- a. Has completed a fire control training program.
- b. Is at least 18 years old and in good physical and mental condition; however, minors may participate on camp crews with non-suppression duties in accordance with Agency policies.

- c. Is paid by the benefiting organization at the same rate and provided with the same rotational schedule as other fire fighters.
- d. Works in mopping-up no more than 5 days after the fire is controlled.
- e. Works no longer than a total of 3 weeks, without regional office approval.
- f. Is counted as present for duty.

Strategy:

- Is there an SOP?

0	1	2	3	4	5	6	7	8	9
Unsatisfactory		Marginal		Satisfactory		Very Good		Exceptional	
Rationale for Rating:									

#### R5. Laundry Services

Centers shall provide adequate laundry facilities and supplies to residential students at no cost to the student, and training to students in the proper use of laundry equipment.

Strategy:

- Check laundry facilities. Are they adequate? Are there signs posted on how to use facilities? Times available?

0	1	2	3	4	5	6	7	8	9
Unsatisfactory		Marginal		Satisfactory		Very Good		Exceptional	
Rationale for Rating:									

#### R6. Mail Services

Centers shall establish a secure, confidential, and prompt system for the receipt and distribution of mail and packages through the U.S. Postal Service and commercial delivery services.

Strategy:

- Speak with staff member responsible for mail for students. How are students notified? How are packages checked for contraband?

0	1	2	3	4	5	6	7	8	9
Unsatisfactory		Marginal		Satisfactory		Very Good		Exceptional	
Rationale for Rating:									

#### R7. Telephone Services

Centers shall arrange for a sufficient number of pay telephones for student use.

Strategy:

- Check to see when and where phones are available. Are they in operable condition?

0	1	2	3	4	5	6	7	8	9
Unsatisfactory		Marginal		Satisfactory		Very Good		Exceptional	
Rationale for Rating:									

#### R8. Linen and Bedding

Centers shall provide adequate linen and bedding for all residential students.

Strategy:

- When is bedding cleaned? Who is responsible? How are students notified?

0	1	2	3	4	5	6	7	8	9
Unsatisfactory		Marginal		Satisfactory		Very Good		Exceptional	
Rationale for Rating:									

### QUALITY INDICATOR(S)

Q1. Students are satisfied with their opportunities to vote and attend religious services.

Strategy:

- Ask for COP on voting rights. Ask eligible students if they have voted and if they know what to do in order to vote? Ask about opportunities to attend religious services; is the center following its own procedure? Can the students tell you where information is posted regarding religious services?

0	1	2	3	4	5	6	7	8	9
Unsatisfactory		Marginal		Satisfactory		Very Good		Exceptional	
Rationale for Rating:									

Q2. Students feel that support services are adequate for a comfortable stay in Job Corps.

Strategy:

- Interview staff to determine how coordinated center systems are and how student support staff, counselors, and residential staff interact with each other to provide services and solve student issues.
- Ask staff to describe how support services are adapted to meet the needs of students who are away from the center during the training day. Does the center provide a late/early meal service? Is there a special pay run? Is there adequate transportation available without excessive bus transfers or other delays? How are students on altered schedules for work-based learning assignments accommodated?
- Ask students about the quality and availability of support services such as postal services, laundry, etc. How do they know what is available? Ask students about specific ways the center attends to their day-to-day needs to make their stay at Job Corps more comfortable. How do they get their mail? How do they get their personal laundry? What do they do to call home? To call off center? How are they encouraged to manage their own needs?
- Ask staff and students how student feedback is sought (committees, surveys, etc.) to assess effectiveness of support services.
- Interview students with off-center assignments to determine if the schedules and services are flexible enough to meet their needs and satisfy elements of their personal career development plan.
- Review center procedures for forest fire suppression. Do students receive fire control training prior to participation? Are they at least 18 years old? Do procedures meet the requirements of PRH 6.9, R4?

0	1	2	3	4	5	6	7	8	9
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Unsatisfactory	Marginal	Satisfactory	Very Good	Exceptional
Rationale for Rating:				

PRH 6.9 - Summary Rating

Requirement	Rating	Quality Indicator	Rating
<b>R1</b>		<b>Q1</b>	
<b>R2</b>		<b>Q2</b>	
<b>R3</b>			
<b>R4</b>			
<b>R5</b>			
<b>R6</b>			
<b>R7</b>			
<b>R8</b>			
<b>Average</b>		<b>Average</b>	

